



STATE OF WASHINGTON
HEALTH CARE AUTHORITY

626 8th Avenue, SE • P.O. Box 45530 • Olympia, Washington 98504-5530

12/31/2014

TO: School-Based Health Care Services (SBHS) Billing Agents,
School Districts and Educational Service Districts:

- Superintendents
- Special Education Directors
- Business Managers
- Medicaid Coordinators

FROM: Jim Harvey, Ed.S., AAC, BCPC-ABPC
School-Based Health Care Services Program Manager
Health Care Services

SUBJECT: Communication Practices between SBHS Contracted Districts and Billing Agents

The Health Care Authority (HCA) is committed to helping contracted school districts appropriately bill Medicaid for covered health care related services provided to children in special education. While HCA understands many districts choose to contract with billing agents, it is important to understand that HCA has no contractual relationships with them, nor is HCA responsible or liable for any decisions billing agents may make on behalf of districts.

In August 2014, HCA was made aware that a billing agent asked various school district staff to disclose their ProviderOne domain, user name, and password. Subsequently, HCA instructed district staff not to share their ProviderOne log-in information in order to protect confidential information and avoid unauthorized access. Districts were also reminded that sharing ProviderOne log-in information violates federal and state regulations, including the Health Information Portability Accountability Act (HIPAA).

Districts may create an account under their ProviderOne domain and add billing agents as a 'User'. Being a 'user' allows billing agents to access the system with their own user name and password and view ProviderOne information similar to school staff.

In October 2014, the SBHS contract was amended to clearly clarify communication practices between HCA, contracted school districts, and billing agents, and now requires school districts and billing agents to:

- Send all program policy questions in writing to the SBHS Program Manager.
- Contact Medicaid Customer Service at 1-800-562-3022 regarding denied claims, remittance advices, or Medicaid eligibility.

Thank you for your continued participation in the SBHS program. If you have any questions or need additional clarification, please contact the following:

- For SBHS program specific questions or additional clarifications regarding this memo, please contact the SBHS Program Manager via email at james.harvey@hca.wa.gov or call 360-725-1153.

All School-Based Health Care Services (SBHS) Billing Agents, School Districts and Educational Service Districts:

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- For questions or additional information regarding Medicaid or ProviderOne, please contact [Medicaid Customer Service](#) or call 1-800-562-3022.
- For questions regarding HIPAA, please contact the HIPAA Help Desk at hipaa-help@hca.wa.gov and provide your school district's name, phone number, email address, district's NPI number, and a detailed description of your concern.

CC: Todd Slettvet, Community Services Section Manager, HCS, HCA
Stacey Bushaw, Family Health Care Services Unit Supervisor, HCS, HCA
Doug Gill, Office of Superintendent of Public Instruction
Mary Ellen Parrish, Office of Superintendent of Public Instruction